

Sales Account Manager

BenLink is an international technology start-up headquartered in Zurich (Switzerland) that aims to improve the global food value chain. We are providing professional services for industrial food production sites through a digital platform, using smart real-time technologies to match service technicians and customers. Services provided to customers are ranging from inspections and maintenance to repairs and spare parts as well as specific data-based services. Service technicians are digitally onboarded, trained, and enabled during the service execution in the field. We call them the 'BenLink Crowd'.

We are looking for a Sales Account Manager to support and work with our Business Development Manager NAM to expand the BenLink business in NAM. In this role, you will further develop and drive the business together with BenLink partners, such as Buhler, Alfa Laval, and others. You will be in charge of driving sales through our Original Equipment Manufacturing (OEM) partners as well as building up direct end-customer business. You will also perform site assessments/checks for BenLink service and installation jobs, and support in onboarding local service companies.

In this function you will:

- Drive sales in the US market to achieve the monthly and yearly sales targets
- Develop business with existing accounts and acquire new accounts – expand business further by winning new end-customers
- Closely cooperate with the local sales and service teams of our OEM partners
- Gain thorough understanding of the local requirements for service/maintenance works within different industry environments
- Build trusting customer relationships by supporting and consulting them in service-related and business matters
- Help defining and introducing new service offerings in the market
- Find and onboard new service companies on the platform, maintain relations with existing ones
- Perform service and installation jobs visits to check customer site and technicians' appearance/quality of work, and collect feedback from customers
- Negotiate prices and contracts with customers and support in solving problems related to customer orders or other customer concerns
- Contribute to the business development strategy in NAM
- Support marketing events including virtual events, campaigns, and tradeshow etc.

Required Qualifications:

- Bachelor's degree in business or equivalent / 5+ years proven success in service sales preferably in a technical service environment - ideally in the food industry/mechanical engineering/machine building/engineering, etc.; or a combination of education and experience.
- Strong customer relationship, sales and negotiating skills.
- Good understanding of the channel business in the US market.
- Excellent interpersonal communication skills and relationship building skills to effectively work with a variety of people and personalities; able to communicate clearly and effectively in person and in writing internally and externally.
- Ability to work with minimal supervision and make decisions independently, effectively, and creatively within established company guidelines.

Sales Account Manager

- Works as a proactive team player with an ownership approach to work; understands the importance of supporting the company, its members, and their customers.
- Must be able to work under pressure.
- Strong organizational skills and an ability to plan, prioritize, coordinate, delegate, and manage work simultaneously.
- Ability to identify, evaluate, problem solve, and give direction regarding problem resolutions for individual and company issues.
- Excellent communication skills in English, both written and verbal - any other language is a plus
- Advanced MS Office skills: Excel, Word, PowerPoint, Outlook.

Attitude:

- High level of own initiative and results orientation
- Entrepreneurial and customer-oriented mindset, with an affinity to digital business models
- Sales personality with a confident appearance
- Strong interpersonal and communication skills
- Ability to effectively prioritize and execute tasks
- Ability to travel within the US market- up to 80% of the time
- Strong team player

Benefits:

- Working in an innovative international start-up
- Opportunity to build a new business and grow with it
- Multi-faceted role with high flexibility
- Career growth
- International and successful company with sustainable prospects for the future
- Wide technical & modern environment with interesting challenges
- Professional environment with an open communication culture
- Exciting development and training opportunities
- Great and dynamic work environment

Did we catch your interest, and you want to join an exciting team, then contact us directly!

Simone Wendler – Simone.wendler@benlink.com